

Pharmacies of Indiana:

This letter serves as your official notification of several important points of information for the INSPECT Program.

### **CUSTOMER ID ALTERNATIVES**

**Effective July 1, 2005:** With the successful passage of SB 590, if a BMV issued ID is not practicable to collect, pharmacies will now be allowed to submit one of the following alternate identification numbers within the CUSTOMER ID field.

Please note: the following numbers should be submitted **ONLY** if a BMV-issued ID number is not available.

Options for Customer ID:

1. Social Security Number
2. "2" followed by the unique number on Passport
3. "3" followed by the unique number on an official identification issued by US Citizenship and Immigration Services

### **COMPLIANCE CHECKS**

As most pharmacies have started consistently submitting their controlled substances data, the INSPECT program will now begin conducting compliance audits to ensure that all pharmacies that are required to submit are doing so in a timely manner.

### **MISCELLANEOUS NOTIFICATIONS**

- Pharmacies using the "Pharmacy Upload" tool on the WebCenter are responsible for ensuring that their information is being uploaded correctly.
- Pharmacies should disregard the "duplicate" errors on their error reports. We are working to remove the duplicate errors from the reports.
- Pharmacies using the "Pharmacy Upload" tool that receive "Abnormal Termination" as the status of the upload should contact their software vendor. "Abnormal Termination" means that the file length and/or format are incorrect and must be corrected before an upload can be successfully completed.
- Pharmacies that submit their controlled substances data via diskette, **must include** the following information on the diskette or CD Rom: 1. Pharmacy Name; 2. NABP Number; and 3. Indiana-issued Pharmacy Permit Number
- For information on the correct format, please download the INSPECT Manual from the Board's website: [www.in.gov/hpb/boards/isbp](http://www.in.gov/hpb/boards/isbp)
- Effective immediately, diskette submissions should be mailed to the following address:  
INSPECT Program  
402 West Washington Street, Room W072  
Indianapolis, IN 46204